



Request for Proposals:

TO PROVIDE One-Stop Operator Services

**Georgia Mountains Workforce Development Board
Georgia Mountains Regional Commission
WorkSource Georgia Mountains**

RFP Issue Date: May 1, 2017

Proposal Due Date: May 25, 2017

Contact: Diane Jackson, djackson@gmrc.ga.gov

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SECTION 1: BACKGROUND AND GENERAL INFORMATION

A. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OVERVIEW

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

This federal law was implemented to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. The purpose of the WIOA Program is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. As a result, successful application of these activities will improve the quality of Georgia's workforce and enhance the productivity and competitiveness of the State and Nation. The Workforce Innovation and Opportunity Act of 2014 defines the required activities authorized for One-Stop Operators.

The establishment of a One-Stop delivery system is a cornerstone of the reforms contained in Title I of WIOA. The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provide the core services specified in WIOA. A copy of the WIOA and regulations may be accessed via the U.S. Department of Labor website (<https://www.doleta.gov/WIOA/>).

Mandatory partners in the one-stop include WIOA Adult, Dislocated Worker, and Youth programs; Wagner-Peyser services; Adult Education and Literacy; Vocational Rehabilitation; and others specified in the Act. Bidders are strongly encouraged to read this [Training and Employment Guidance Letter 04-15](#) issued by the U.S. Department of Labor that outlines the vision for the One-Stop System under WIOA.

The WIOA system is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages; and to provide employers with the skilled workers they need to succeed in a global economy

- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, and meet the skill levels required by business and industry in the WorkSource Georgia Mountains Area, for purposes of Title I

B. LOCAL WORKFORCE DEVELOPMENT AREA BACKGROUND

One of 19 Local Workforce Development Areas in the State of Georgia, WorkSource Georgia Mountains covers Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, and White counties. The Local Elected Official and the Chief Local Elected Official (LEO/CLEO) has appointed the Georgia Mountains Workforce Development Board (GMWDB) as the Local Workforce Development Board (WDB) for the area. The WorkSource Georgia Mountains Area 2 (WSGM) is the policy and planning body for workforce development activities in the 13 County Georgia Mountains Workforce Development Area 2. The Georgia Mountains Regional Commission acts as the Fiscal Agent for the Georgia Mountains Workforce Development system. The Georgia Mountains Workforce Development Board has oversight responsibilities that include designation of the One-Stop Operator, administration of WIOA Title I program services, certification of the One-Stop and affiliated service sites, setting local performance standards, and other duties as assigned in the federal workforce (WIOA) law. The overarching intent of the GMWDB is to help create a vibrant economy by leading and convening a workforce development system that can provide a skilled workforce that meets regional business needs.

The GMWDB and LEO Board made a key decision that the WorkSource Georgia Mountains One-Stop would be located at Chattahoochee Center Shopping Plaza, 1856 Thompson Bridge Road, Gainesville, GA 30501 in response to needs identified in our community. This resulted in the creation of successful multi-agency service strategy and improved service delivery to our business and job seeker customers. The GMWDB will keep the consolidated service delivery model in place for program year 2017 – 2018.

GMWDB Mission Statement

To achieve sustainable economic growth & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & employers through community partnerships.

C. GOALS FOR WORKSOURCE GEORGIA MOUNTAINS 2017

The 2016 Georgia Mountains Workforce Development Board Comprehensive Plan defines its mission, vision, goals, and objectives, which reflect the need to provide multiple pathways toward creating a quality workforce for the various skill levels and occupations that support the regional economy. All bidders are encouraged to review this plan. The contractor funded through this award will be required to adopt it as guidelines for service delivery for the life of the contract resulting from this RFP. The plan contains significant information about the co-location of partners at the one-stop delivery site, as well as labor market information about the area.

In addition to remaining focused on the goals and target sectors defined in the cooperative workforce plan, the WSGM will continue to operate under the following guiding principles:

- Think and act as a cooperative system of programs that share common goals, yet are delivered by various partners with the best capabilities.
- Create a delivery system that is responsive to employers, and prioritize services to respond to high-demand occupations and critical job needs of targeted industry sectors.
- Regularly review program and service performance for quality improvement, and adapt them to meet changing needs.

D. PURPOSE AND SCOPE OF WORK

1. PURPOSE

The Georgia Mountains Workforce Development Board is seeking a visionary, goal-driven, highly professional leader to achieve our vision for a fully functionally collaborative one-stop career center at WorkSource Georgia Mountains. (Functionally collaborative, meaning a customer flow model that is based on the needs of the customer. Partners contribute resources and share decision making responsibility, but have particular roles and responsibilities.) Georgia Mountains Workforce Development Board is seeking a contractor with an established track record and expertise in providing services required of a one-stop operator, as well as information technology infrastructure management.

2. SCOPE OF WORK

For purposes of this RFP, Georgia Mountains Workforce Development Board (GMWD) defines One-Stop Operator services as the coordination of the service delivery of required one-stop partners and service providers within the One-Stop and affiliate sites of Georgia Mountains Area. The NPRM § 678.620 requires that the One-Stop Operator:

- Coordinate the service delivery of required one-stop partners and service providers
- A one-stop operator **may not perform** the following functions:
 - Convene system stakeholders to assist in the development of the local plan
 - Prepare and submit local plans (as required under sec. 107 of WIOA)

- Be responsible of oversight of itself
- Manage or significantly participate in the competitive selection process for the one-stop
- Select or terminate one-stop operators, career services, and youth providers
- Negotiate local performance accountability measures; and develop and submit budget for activities of the Local Board

Coordination of service delivery shall, at a minimum, also include the following responsibilities:

- Oversee electronic linkages of all one-stop partners designated by Georgia Mountains Workforce Development Board to improve communication, referral, service delivery, and tracking of performance of the partners;
- Facilitate the planning of and electronic transfer of information between the partners and WorkSource Georgia Mountains;
- Coordinate and hold bi-monthly planning meetings with all One-Stop partners designated by Georgia Mountains Workforce Development Board;
- Assist Georgia Mountains Workforce Development Board in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by Georgia Mountains Workforce Development Board as it relates to electronic sharing of information, reporting of performance and tracking of customers;
- Facilitate and encourage participating one-stop partners to use the principles of universal design in their operations to ensure customer access;
- Working with WorkSource Georgia Mountains and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners;
- Develop and oversee referral policies;
- Visit and monitor WIOA Regulation compliance at Affiliate Sites consisting of, the Gainesville Career Center, Habersham Career Center, Toccoa Career Center and the Blue Ridge Career Center
- Maintain and post hours of partners at the One-Stop;
- Develop a One-Stop Website;
- Maintain and track a list of referrals;
- Facilitate cooperative partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center;
- Develop and implement operational policies that reflect a cooperative system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings;
- Maintain electronic calendar for all partners in area;
- Maintain technology at the One-Stop to inform customers of services;
- Schedule events for training room; and
- Assist with coordination of Business Services with partners and sector strategies
- Other duties that may efficiently support the one-stop system

For purposes of this RFP, Georgia Mountains Workforce Development Board defines information technology infrastructure management to include the following services. This function will take place in coordination with Georgia Mountains Regional Commission IT

Director:

- Information Technology support;
- Document filing storage system;
- Act as liaison with Department of Economic Development IT;
- Customer tracking;
- Website support;
- Coordinating business services; and
- Providing Labor Market Information

WorkSource Georgia Mountains has been approved to provide and will continue to provide direct career services as defined by the WIOA, sec.134(c)(2) and shown below. As a result, this RFP's Scope of Services does not include the One-Stop Operator providing training services or providing any of the following career services or information:

- Eligibility determination;
- Intake, orientation;
- Initial assessment of skills and support service needs;
- Labor exchange services (job search and placement assistance and career counseling);
- Providing performance info and program cost info of training contractors;
- Providing performance info on local WDB in regard to accountability measures;
- Providing info and assistance on filing claims for UC;
- Providing assistance in establishing eligibility for financial aid for programs not funded through WIOA;
- Providing services in order to obtain and retain employment, such as comprehensive assessment, IEP development, group and individual counseling, career planning, short term pre vocational services, internship and WE, work prep, financial literacy, out of area job search, ESOL, etc.; and
- Providing follow-up services

3. AVAILABILITY OF FUNDS

Federal funding is the primary source of funds for the One-Stop Operator. Please note that WorkSource Georgia Mountains, who remains the lease holder for the One-Stop Center, currently pays for rent/office space and other utilities. Please do not include this in your budget with the proposal. It is understood that federal funds may fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract period. All agreements are subject to the availability of funds to WorkSource Georgia Mountains.

SECTION 2: INSTRUCTIONS FOR PROPOSAL

- A. Proposal Deadline: The response to this request is due no later than 5:00 p.m. EST, on May 25, 2017 and must arrive at the below address as noted:

RFP for One-Stop Operator Services

WorkSource Georgia Mountains
P.O. Box 2278
Gainesville, GA 30503

All respondents are required to submit (3) paper copies and (1) flash drive copy of its response to this RFP no later than 5:00 p.m. EDT on May 25, 2017. The delivery of the response is solely and strictly the responsibility of the respondent. Proposals received after the scheduled deadline will not be accepted. In addition, faxed or emailed proposals will not be accepted. All responses must be manually and duly signed by an authorized corporate officer, principal, or partner (as applicable).

All proposals shall become the property of WorkSource Georgia Mountains and will not be returned. WorkSource Georgia Mountains is not responsible for any cost incurred by the respondent in proposal preparation, presentations given, or benchmarks performed.

B. Schedule and Timeline: The following is the schedule for this solicitation:

Solicitation Action	
Issue RFP	May 1, 2017
Questions Due	May 5, 2017
Response to RFP Due	May 25, 2017
Evaluation and Responses	Begins May 27, 2017 until completion
Negotiation with Most Qualified Contractor Responding	After Review and Approval by the Boards and/or Committees
Contract Begins	On or About July 1, 2017

Please note: *The actual schedule is subject to change after the submittal due date. All respondents will be notified via email about any schedule changes.*

C. Disclaimers: WorkSource Georgia Mountains reserves the right to withdraw this RFP at any time for any reason, and to issue clarifications, modifications, and/or addenda, as it may deem appropriate. No portion of the work to be awarded under this contract shall be sublet, assigned, or otherwise disposed of, except with the written consent of WorkSource Georgia Mountains. Consent to sublet, assign or otherwise dispose of any portion of the work awarded under this contract shall not be construed to relieve the Contractor of any responsibility for the fulfillment of any contract agreements. A subcontractor shall not subcontract any portion of its work under this contract. The GMRC, Fiscal Agent is an equal opportunity employer. E Verify # 66218

D. Rejection of Proposals: WorkSource Georgia Mountains reserves the right to accept or reject in part or in whole, any or all proposals.

E. Project Contact Information:

Technical issues regarding response to this request shall only be addressed by WorkSource Georgia Mountains when directed to the following email address of the project contact at: djackson@gmrc.ga.gov

All questions must be received by 5:00 p.m. EST on May 5, 2017 and all answers will be posted on GMRC's website by May 10, 2017.

F. Additional Information

As this is a new approach within Georgia Mountains Workforce Development Board, it is required that members of the Georgia Mountains Workforce Development Board /or WSGM staff (at the board's discretion) participate in the selection process to identify the individual to serve as the One-Stop Operator if bidding agencies propose to hire the individual after the award of the contract.

As this will be a new contract and role within the local workforce system, performance measures and deliverables for the contract have not been fully developed. These will be negotiated with the WSGM following the award of the contract and will be included in the contract. Contracts resulting from this RFP are anticipated to begin July 1, 2017 and end June 30, 2018. All contracts will be cost reimbursable and will be one-year agreements. WSGM reserves the right to extend contracts up to two times, resulting in three one-year contracts. Contract extensions may be based on funding availability, satisfactory performance, and other factors.

Once the contract has been awarded, the WSGM reserves the right to modify delivery design, including infusing funds from alternate sources, at any time in order to meet the needs of the workforce system. The WSGM also reserves the right to de-obligate funds from contractors who fail to meet performance and/or expenditure requirements or in the event of a rescission of federal funds.

The successful bidder will be required to agree to the General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the WSGM and any applicable federal or state policies, regulations, or laws. Successful respondents to this RFP will be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services. The funding award will not be final until the Georgia Mountains Workforce Development Board (GMWDB) and the prospective grantee have executed a contract agreement. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract.

The content of the accepted proposals will become the basis for the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of WSGM are considered public records and subject to disclosure under the State Public Records Law.

This RFP does not commit the GMWDB to award a contract or pay any costs incurred in the preparation of a proposal to this request. The GMWDB reserves the right to request additional data, discussion, or presentation in support of written proposals; to reject any or all proposals received; to negotiate with all designated representatives; or to cancel in whole or in part this RFP if it is in the best interest of the GMWDB to do so. If the GMWDB does not receive responses that adequately address the services and outcomes requested, it is possible that no award will be made, that the RFP would be modified and rereleased, or that the WSGM staff would deliver services as authorized in state policy.

A particular bidder may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance or debarment with the WSGM or any other funding source. Subcontracting is not permitted without written authorization from the WSGM.

Bidders who have submitted a proposal may protest the award of the contract. The process for protesting the award is as follows:

- Protests must be filed in writing and be received by the WorkSource Georgia Mountains by May 30, 2017. All protests are public information after the protest period ends.
- All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule, or regulation applicable to the contracting process.
- The GMWDB staff will review protests that meet the above conditions.
- During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the WSGM. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
- The GMWD Director, in consultation with the GMWDB, will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than June 12, 2017.
- All questions in regards to this RFP document must be submitted via e-mail to djackson@gmrc.ga.gov and received by WorkSource Georgia Mountains by the due date shown under "RFP Time Line"; see contact information for questions on the front page of this RFP. WorkSource Georgia Mountains will make a good-faith effort to prepare a written response to each question or request for clarification as soon as possible after the deadline. Any resultant interpretation or clarification response, if issued, will be added to the WorkSource Georgia Mountains website.
(www.gmrc.ga.gov/workforcedevelopment.htm)

SECTION 3: PROPOSAL CONTENT

1. Cover letter -That includes a statement that the firm understands the scope of the services sought and a statement guaranteeing the price for the term of the contract. This cover letter must be signed by an individual with the authority to bind the firm to the response presented.

2. Table of Contents

3. Scope of Services - In this section, respondent should explain its proposed approach to providing one-stop operator services and information technology infrastructure management. The Board requests that all partners support an integrated model of service delivery as much as possible to be able to provide seamless services to any person entering the center. Describe in this section, how you might integrate services and workflow in the One-stop Center that will result in seamless service delivery. Describe your experience in working with industry partnerships and/or sector initiatives?

4. Appendix A - Organization Information

Respondent should describe how the proposed one-stop operations will fit into their organizational chart and whether current or newly hired staff would be providing the services. Where possible, they should either provide resumes of current staff, or titles and job descriptions/posting for any new positions that would be hired

5. Appendix B - Qualification and Requirements, Experience relevant to Contracts

Respondent should describe their customer service experience, and discuss any experience with handling complaints and/or concerns from customers. Other required experience should include oversight of staff teams and experience in developing and delivering technical assistance

6. Appendix C - References

7. Appendix D – Profile and Capacity

Respondent should discuss how they will ensure all partner agencies are collaborating and cooperating in the implementation of the partner programs. This should include discussions on both training for the one-stop operator staff, as well as discuss cross-training for the partner programs staff. Capacity-building experience would be relevant to this discussion.

8. Appendix E – Plan of Work

Respondent should discuss how they will bring together the partner programs to ensure adequate outreach of the one-stop center, including an understanding of the partner program target populations. Discussion should also include how the respondent will take ownership/leadership in ensuring all partners are contributing to the center, both financially as well as through resources and staff time.

Respondent should discuss how they will comply with all federal/state/local regulations, as well as provide oversight to ensure that all partner agencies are also in compliance. Bidders **must** discuss how they will work to incorporate all partners into the comprehensive one-stop. This discussion must include partners who are electronically present in the comprehensive one-stop.

7. Resume of Business Leader and Potential Operator

8. License Information - Provide a copy of your State of Georgia business license.

9. Certification of Insurance Coverage for General Liability

10. Budget Information - Provide a total cost for the delivery of the services described in the Scope of Services section of this RFP as well as budget detail by line item. Budget must not exceed \$80,000.

11. Please include any additional information not already requested that your firm considers essential to your response. If there is no additional information to include, state, "There is no additional information our firm wishes to present."

A. CONFLICT OF INTEREST

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, WorkSource Georgia Mountains, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. WorkSource Georgia Mountains reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation of contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to WorkSource Georgia Mountains or Georgia Mountains Regional Commission, GMWDB or Chief Elected Officials.

B. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

Respondent must meet all of the minimum qualifications outlined below.

- Has provided services similar in nature and complexity for at least two years
- Has contracted to provide services similar in nature and complexity, with at least one organization within the past three years
- Performance of similar services as an employee does not fulfill this requirement and
- Be licensed to conduct business in the State of Georgia.
- The **PROVIDER** must have a Dun and Bradstreet Numbering System (DUNS) number (www.dnb.com) and must maintain active and current profiles in the Central Contractor Registration (CCR), (www.ccr.gov) as required.
- **DEBARMENT AND SUSPENSION REQUIREMENTS:** The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this CONTRACT by any Federal department or agency. The CONTRACTOR will provide certification.
- **GEORGIA ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT:** The CONTRACTOR agrees to provide certification that it is in compliance with the Georgia Illegal Immigration and Reform and Enforcement Act, and affirms that it is complying by using the electronic federal "Employment Eligibility Verification" Program.

Organizations eligible to submit proposals may fall within any of the following categories:

- Governmental agencies

- Private non-profit organizations
- Private for-profit businesses
- Educational entities
- Labor organization

SECTION 4: EVALUATION AND SELECTION CRITERIA

The evaluation to each response to this RFP will be based on the respondent's overall expertise and track record in delivering the services in this RFP and proposed price. See breakdown of selection criteria below.

The selection committee will review and score each proposal deemed responsible, place the responses in rank order, and present the results along with recommendation to the appropriate committee of Georgia Mountains Workforce Development Board for review. A final decision will be made by the GMWDB or a designated committee of the GMWDB contingent on successful negotiations. Should GMWD be unable to negotiate a satisfactory contract with the most qualified bidder at a price GMWDB determines is fair, competitive and reasonable with respondent, negotiations will be formally cancelled. GMWDB will undertake negotiations with the next most qualified respondent.

CRITERIA FOR SELECTION: The following criteria will be used to evaluate proposals. This is not intended to be a comprehensive list, nor is the arrangement of the criteria meant to imply order of importance in the selection process.

CRITERIA	WEIGHT FACTOR
Requirements <ul style="list-style-type: none"> a) The response was received by the due date and time. b) The response was presented in the required format, all questions in the RFP answered, an original and the correct number of copies provided and a flash drive provided on which the response was saved. 	MANDATORY
Financial/Fiscal Accountability <ul style="list-style-type: none"> a) Respondent demonstrates financial capability and experience in managing federal, state, and/or private funding sources (financial/budget documentation included) b) Respondent is up-to-date on taxes (income, annual state & federal, payroll tax, etc.) 	MANDATORY
Capacity <ul style="list-style-type: none"> a) Experience of contractor and key staff that would be involved in delivering these one-stop and information technology services as described in the RFP. b) Respondent provides an organizational chart that is deemed satisfactory to One-Stop needs 	40 Points
Cost Reasonableness- The contractor's budget information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	40 Points
Programs/Experience <ul style="list-style-type: none"> a) Past experience working in a combination urban and rural areas b) Respondent provides proposed program/project design model and outcomes are relevant to mission and objectives of One-Stop partners c) Respondent demonstrates experience with oversight of multi-organizational staff and a plan for partner integration d) Respondent described strategies for outreach and enrollment e) Respondent submitted record of past performance with WIOA (or similar program) 	20 Points
Total Score	100 Points

Contracts will be awarded as a result of this RFP only with approval of the Georgia Mountains Workforce Development Board. Furthermore, WorkSource Georgia Mountains reserves the right to withdraw from negotiations at any time before a contract is executed.

REFERENCES

<https://www.doleta.gov/WIOA/>

Training and Employment Guidance Letter 04-15

NPRM § 678.620

WIOA sec.134(c)(2)